



Agilent Advantage Gold



When you simply cannot afford downtime.

Priority-one coverage for ultimate uptime and availability.

Agilent Advantage Gold* offers what high-throughput labs need most: the assurance of priority-one service and the certainty that mission-critical systems are kept operating at peak performance. Your lab will benefit from the best available coverage, including:

- Priority status on every service call to expedite resolution of your service request
- All-inclusive repair from factory trained experts to resolve problems quickly and minimize workflow disruptions
- Scheduled preventive maintenance, timed to have the least impact on your operations, and designed to keep your instruments performing at peak capability
- Real-time remote diagnostics and predictive support technology to optimize instrument availability and deliver laboratory asset reporting for workflow optimization

The right services delivered by skilled, highly trained professionals, is how Agilent completes more than 85% of service calls the first day. It's also why we enjoy a 98% satisfaction rate among customers worldwide.¹

Service Plans for Systems

The Agilent Advantage Gold plan provides fully integrated service coverage for all of the modules that make up your analytical system. Like all Agilent Service plans, Advantage Gold provides holistic support of your complete configuration to give you peace of mind knowing that your entire system is covered.

Value you can count on

Agilent Advantage Gold delivers the ultimate in reliability, availability and uptime for your mission critical systems. In addition to saving up to 10% over purchasing repair and maintenance services separately, you get total peace of mind knowing that you and your laboratory are our top priority.

*Agilent Advantage Gold is available in select areas only. Please inquire with your Agilent Representative about availability.

¹ Satisfaction with service engineers as reported in the Agilent customer satisfaction survey, 2007.



Agilent Advantage Gold offers the ultimate high-availability coverage through these features:

Priority Response—Preferred status and priority-one scheduling guarantee the fastest possible resolution for your service requests.

Extended Coverage Hours Discount—For support beyond normal business hours we'll arrange extended service hours at a discounted rate.

On-Site Repair Visits—Unlimited, on-demand hardware service visits restore your systems to operating condition and minimize downtime. Coverage includes travel and labor.

Parts Required for Repair—Genuine Agilent parts necessary for repairs are covered under the cost of your plan.

Consumables/Supplies Required for Repair*—Normal wear-and-tear items such as liners, seals, lamps and tubing are also included when needed for repair.

Annual On-Site Preventive Maintenance—A scheduled maintenance visit is included to keep your systems operating at peak performance for sensitive, high-precision analysis. In addition, it reduces the likelihood of instrument failure by up to 25%.

Hardware and Software Telephone Support—Technical support for both hardware and software is as close as the phone, as often as you need it.

Agilent Remote Advisor-Assist**—Single-click service requests and remote diagnosis of problems helps speed repairs. More than 60% of service calls may be resolved immediately without delay.

Agilent Remote Advisor-Report**—Detailed, on-demand reports on inventory, system configuration, usage and utilization give you the insights you need for effective capacity planning and maximum workflow efficiency.

Agilent Remote Advisor-Alert**—Proactive text and email notifications alert you the moment instruments require attention. As a result, you can take action before problems or breakdowns occur, preventing costly downtime and workflow interruptions.

Agilent Service Guarantee—100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it.



Optional Compliance Services

Keep your lab compliant and receive a discount on Agilent's Number One-ranked compliance services when you bundle Operational Qualification (OQ) or Repair Qualification services with your Advantage Gold Plan.

For more information about Agilent Advantage Gold and other Agilent Services, please call your local Agilent Representative or visit www.agilent.com/chem/services

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*Per local parts replacement policy.

**Where available. Installation required. Installation fees waived when connecting minimum number of systems.



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